

I-PERFORM
Performance Management System



Employee Guide



208.334.2263

<http://dhr.idaho.gov/>

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State of Idaho
Division of Human Resources
208.334.2263
<http://dhr.idaho.gov/>

I-PERFORM General Information

I-PERFORM is an online application that supports a statewide performance management system for state agencies. In addition to the ability to document, create, review, finalize, and retrieve employee evaluation records, supervisors have the ability to quickly document day-to-day performance. The development of I-PERFORM is a collaborative effort between the Division of Human Resources (DHR), The State Controller's Office (SCO), and other state agencies represented in the I-PERFORM Oversight Committee, and the I-PERFORM Human Resources Focus Group.

If you experience any problems with this application please contact your agency I-PERFORM system administrator or the Division of Human Resources (208) 854-3080 or email- iperformhelp@dhr.idaho.gov. If you have any suggestions for this help manual please contact the Division of Human Resources.

Division of Human Resources
304 N. 8th Street, Suite 347
Boise, ID 83720-0066

(208) 854-3080
iperformhelp@dhr.idaho.gov



I-PERFORM Employee User Guide

EMPLOYEE PERFORMANCE EXPECTATIONS (STANDARDS) CROSSWALK Rev: 3/4/2012

This cross walk will help you and your staff members understand the correlation between the performance standards as listed in the previous performance evaluation and the 2012 performance expectations. Note: Standards from prior evaluation form will be duplicated within the revised performance expectations.

2012 Performance <i>Expectations</i> :	Previous Performance Standards:
<p>PROFESSIONALISM This performance expectation evaluates the employee's competence in quality of work, dependability, adaptability/flexibility, and respect for others.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things. <u>Dependability:</u> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements. <u>Interpersonal Skills:</u> This describes how well the employee establishes and maintains effective work relationships. Demonstrates good communication and listening skills. Practices respect for others. Demonstrates conflict resolution skills. <u>Quality:</u> This describes the employee's work in terms of consistency, thoroughness, and accuracy. <u>Work Environment/Safety:</u> This describes how well the employee promotes a respectful workplace and complies with general conditions of employment, EEO, security, and workplace safety policies.</p>
<p>PROMOTING RESPONSIBLE GOVERNMENT This performance expectation evaluates the employee's competence in adaptability, dependability, productivity, efficiency, work environment and safety.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things. <u>Dependability:</u> This describes how well the employee completes assigned work in a timely manner. The employee meets attendance requirements. <u>Productivity:</u> This describes how the employee manages and completes workload expectations and demonstrates the knowledge and skills needed to do the job.</p>
<p>CUSTOMER FOCUS: This performance expectation evaluates the employee's competence in customer service, conflict resolution, interpersonal skills, and communication.</p>	<p><u>Adaptability/Flexibility:</u> This describes how well the employee adapts to change and is open to different and new ways of doing things. <u>Customer Service:</u> This describes how well the employee works with internal and external customers to achieve desired results and maintain positive relationships. <u>Interpersonal Skills:</u> This describes how well the employee establishes and maintains effective work relationships. Demonstrates good communication and listening skills. Practices respect for others. Demonstrates conflict resolution skills. <u>Work Environment/Safety:</u> This describes how well the employee promotes a respectful workplace and complies with general conditions of employment, EEO, security, and workplace safety policies.</p>
<p>PERFORMANCE EXPECTATION: LEADERSHIP This performance expectation evaluates the employee's competence to motivate people and efficiently manage resources in achieving the agency's mission.</p>	<p>Encompasses all facets of previous standards from supervisor/manager level.</p>

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Performance Management Best Practices

Performance evaluations assist employees in developing their careers and being successful in their jobs. They describe expectations and objectives for all state employees. Performance evaluations help to ensure:

1. The agency mission and vision are achieved.
2. There is statewide consistency to the extent possible.
3. Legal requirements are met (Ref. I.D.A.P.A 67-5309(h)).
4. Personnel decisions are justifiable and equitable based on performance documentation.

Effective performance management establishes a year-round partnership between the employee and the supervisor while creating a shared understanding about the work that is to be accomplished and how that work is to be done.

The best performance management systems include the components of:

- Setting expectations and resetting them as they change.
- Evaluating current skills, identifying missing skills, and creating a development plan to close existing skill gaps.
- Providing consistent, effective, and timely feedback and coaching.
- Immediately and consistently documenting effective and ineffective actions and behaviors to demonstrate trends.
- Creating an environment where employees can feel motivated.
- Ensuring complete, shared understanding of the State and agency performance ratings.
- Utilizing a system to bring consistency and reporting of performance ratings across agencies.
- Delivering an evaluation that is fair, accurate, free of bias, and informative.

SMART Criteria

Anytime goals are created they should be defined in a way that is clear and targeted. The SMART acronym has been used for many years to help add structure to goals so they can be meaningful and it allows us to know when we achieved exactly what we wanted to have happen.



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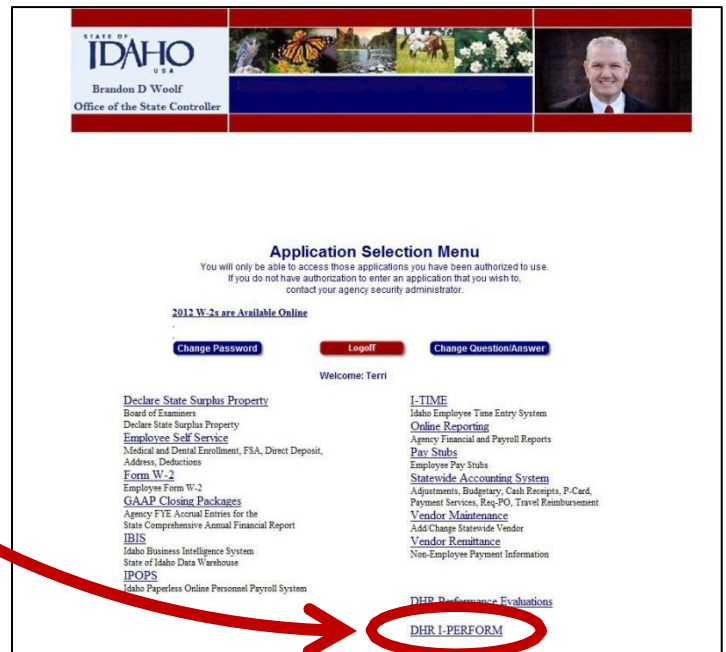
I-PERFORM Roles

Role	Responsibility	Access Rights
Employee	<ul style="list-style-type: none"> Review both current and past performance evaluations for clarity of: <ul style="list-style-type: none"> Expectations Developmental opportunities Agreed on actions to be taken for development Documentation of performance 	<ul style="list-style-type: none"> View draft evaluation once forwarded by supervisor Add comments to the evaluation on the cover sheet View documentation and attachments once the evaluation is marked complete by the supervisor
Supervisor	<ul style="list-style-type: none"> Create and maintain performance evaluations for staff Follow routing and approval processes of the agency Utilize the four Performance Expectations as set forth by the Office of the Governor Obtain a clear understanding of the individual rating distinctions, and apply them consistently and without bias 	<ul style="list-style-type: none"> Create and delete “Draft” status evaluations Review comments by reviewers and employees Add and delete documentation and attachments before the evaluation is transmitted to SCO Return an evaluation to “Draft” Status (if the evaluation has not yet been signed by the employee.)
Reviewer	<ul style="list-style-type: none"> Assist the supervisor in creating a clear, concise, specific, informative, and legally-defensible performance evaluation Check for common errors 	<ul style="list-style-type: none"> View evaluations sent by supervisor Enter comments into the review window, which are submitted back to the supervisor
Administrator	<ul style="list-style-type: none"> Create the agency-specific routing structure within I-PERFORM Create additional administrators for the agency* Create and maintain agency evaluation standards Create agency appointees, if used Assist supervisors and employees with questions or issues related to I-PERFORM 	<ul style="list-style-type: none"> View/edit routing structure based on agency structures Add agency-wide performance expectations Add agency goals
Agency Appointee	<ul style="list-style-type: none"> Act as the last sign off on the performance evaluation after it has been discussed with the employee 	<ul style="list-style-type: none"> View/review performance evaluations
DHR	<ul style="list-style-type: none"> Provide oversight on the I-PERFORM system Provide training and support to agencies Relay programming issues to SCO 	<ul style="list-style-type: none"> View all performance evaluations Return performance evaluations to draft status

I-PERFORM Employee User Guide

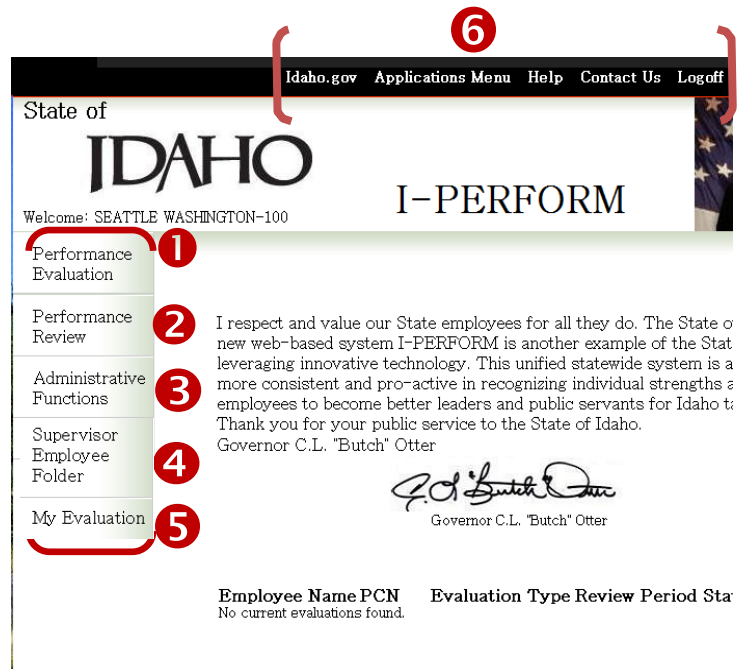
Access I-PERFORM

Sign on to the State Controller's Office Application Menu and click on **DHR I-PERFORM** from the right-hand column on the bottom of the screen.



The left frame functions as navigation between the areas of I-PERFORM. **Depending on the individual's role this menu will have different options:**

1. **Performance Evaluation** is available to supervisors and allows access to create and/or maintain their employee's evaluations.
2. **Performance Review:** Designated employees can view pending evaluations that have been assigned to them for review.
3. **Administrative Functions** are for designated agency I-PERFORM administrative personnel. Allows for role assignments and system set-up.
4. Supervisors can capture notes during the review period by selecting **Supervisor Employee Folder**.
5. All employees can access their performance evaluation by clicking on **My Evaluation**.
6. The main navigation bar at the top of the screen will remain static; however available options may change from page to page based in the employee's assigned role.



General Navigation Tips



Use **EXIT** on each screen to return to the home screen. Depending where you are in the system, clicking the browser “back” button may give you an error message or keep returning to the same screen. You will receive a message reminding you to save.




I-PERFORM uses Microsoft Outlook to send notifications during the routing process. To ensure that emails do not get caught in your junk or blocked folders, add the system email address to your safe list.

- In Outlook click on the drop down list for **Junk** from the home tab.
- Click on **Junk E-mail Options**.
- Click on the **Safe Senders** tab.
- Copy or type in this address: SCOapps_Admin/SCO.APPS@apps.sco.idaho.gov.
- Click **Add**.
- Click **OK**.



A **Spell Check** feature is available for all text in the evaluation.

- Clicking the Spell Check button in the top navigation bar checks the entire evaluation.
- Clicking on one of the red check marks  displayed throughout the document checks that specific section.

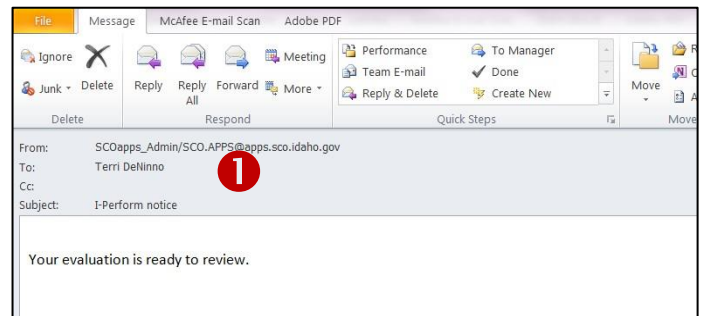


Like I-Time, your systems will **time-out** for security reasons. The length of time before timing out is 3-4 hours. To avoid losing work, save VERY frequently.

Using I-PERFORM: *Employees*

As an employee, you have the ability to see your past evaluations once they have been completed. If prior years were not completed using the I-PERFORM system you will not be able to see them in I-PERFORM; you may request a copy from your agency HR representative.

1. You will receive an email from I-PERFORM when a new evaluation is available for viewing. To ensure receipt of emails from I-PERFORM, add the email address:
SCOapps_Admin/SCO.APPS@apps.sco.idaho.gov to your Safe List as described in the section on General Navigation; page 7.
2. Upon receipt of the notification email, log into I-PERFORM and click on **My Evaluation**. Evaluations available for review will be listed at the bottom of the I-PERFORM screen.



The evaluation is *not* ready for your review yet if:

3. The bottom of the screen indicates **No Current Evaluation Found**, and/or
4. You clicked on My Evaluation and see the message "No Current Evaluation Found".



I-PERFORM Employee User Guide

Review your evaluation:

When the evaluation is ready for employee review, click on **My Evaluation**.

1. The first screen you will see is the *Performance Cover Sheet*, as indicated by the tab at the top of the page. This page displays personal information, the dates the current performance evaluation covers, the type of review for this period, and the overall rating for this period.
2. Click on the **Performance Objectives** tab.
3. Review the *Key Responsibilities*, describing your primary job functions.
4. Review the *Objectives* from the prior year, summarizing the areas of desirable growth for the current year. As you review, make notes of anything you would like to discuss with your supervisor.
5. Scroll down to *Review of Prior Year Employee Development Plan*, which includes your supervisor's comments on your progress toward meeting previously discussed goals. Again, make note of any items you would like to discuss with your supervisor.



This is a DRAFT evaluation of your performance. If there is anything you see on this or following pages that causes you concern, schedule time with your supervisor to discuss the ratings and/or comments **BEFORE** adding your final comments, signing, or refusing to sign.

The screenshot displays three sequential screens from the I-PERFORM system, each with a numbered callout (1-5) indicating a step in the review process.

Screen 1: Performance Cover Sheet
This screen shows the top navigation bar with tabs: Ready for Employee, Create Documentation, Add Attachments, Delete Attachments, Spell Check, Save, Delete, Cancel, Print Preview, and Help. The Performance Cover Sheet tab is selected. The form includes fields for Employee Name (DENVER C COLORADO), Job Title (SENATORS), PCN (9090), Supervisor/Manager (SEATTLE WASHINGTON-100), Division/Unit (DHR), and Review Period (From Date 11/01/2011, To Date 11/07/2012). It also has a Type of Review section with radio buttons for Annual Review, Entrance Probation, Promotion Probation, Transfer, Separation from State Service, and Other. An Overall Rating section provides a scale from Exemplary Performance to NA Not Applicable.

Screen 2: Performance Objectives
This screen shows the same navigation bar. The Performance Objectives tab is selected. It displays the Key Responsibilities section, which lists the employee's primary job functions. The first responsibility is "Customer Service Representative Key Responsibilities" with a list of four tasks: Answer calls promptly and efficiently, keeping the goals of the department in mind; Raise awareness to leadership of trends in problems/complaints; Participate in, and actively seek, professional development training; and Collaborate with other members of the team on additional projects as they arise.

Screen 3: Review of Prior Year Employee Development Plan
This screen shows the same navigation bar. The Review of Prior Year Employee Development Plan tab is selected. It displays the Review of Prior Year Objectives section, which lists the objectives from the previous review period. The first objective is "Increase call rate by 3% over this period by the end of first quarter." The second objective is "Increase effectiveness on the job to prepare for increased customer satisfaction." The third objective is "Increase customer service skills by attending the following workshops: Communication 101, Diffusing Angry Customers, and Everyday Problem Solving." The fourth objective is "You completed all of these courses and shared your learning with not only me, but the rest of the staff as well, which has allowed all to benefit and raise their skills also. Your behaviors reflect your commitment to the courses and the responsibility to apply what you learned."

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Review the Evaluation, Continued:

- Click on **Performance Expectations**. This page describes the expectations in each of the State's four defined categories of *Professionalism*, *Promoting Responsible Government*, *Customer Focus*, and for managers and supervisors, *Leadership*. Each section includes descriptions for each of the ratings and examples of observable performance standards. Read through each, noting any comments you would like to discuss with your supervisor.
- Review *Comments* for each performance expectation area.
- As you read, you may see notes under the fields titled *Documentation*. These could be any type of documentation related to your performance throughout the review period.
- If there is other documentation attached you will be able to read the detail by clicking on the *Audit/Attachments* tab.
- Click on the **Performance Summary** tab. Read what your supervisor has written, which should summarize the witnessed performance during the review period.
- Review comments listed in the *Objectives for Next Review Period* section. Once you and your supervisor have completed the evaluation discussion, you should work collaboratively to determine the steps you will take to address each performance objective for next year. Your supervisor may have already placed some comments in this field to use for discussion. When finalized, this plan should follow SMART criteria as described below.



The Performance Review Process should be a collaborative effort. That means you have a responsibility in the process as well.

If you have received compliments from others, send them to your supervisor throughout the year to be included in the documentation!

Ready for Employee | Create Documentation | Add Attachments | Delete Attachments | Spell Check | Save | Delete | Cancel | Print Preview | Help

Performance Cover Sheet | Performance Objectives | **Performance Expectations** | Performance Summary | Audit/Attachments

Supervisor/Manager: SEATTLE WASHINGTON-100

Review Period: From Date (mm/dd/yyyy) 11/01/2011 To Date (mm/dd/yyyy) 11/07/2012

EMPLOYEE PERFORMANCE EXPECTATIONS

The following rating levels are examples of the performance expectations employees would be demonstrating when rated at one of the three levels: Achieves Performance, Solid Performance, or Exemplary Performance. These examples are meant to assist the supervisor and employee during the performance evaluation discussion in identifying the current level of performance. In addition, this should assist in describing what additional behaviors the employee would need to demonstrate to achieve a higher rating. These examples are not intended to be all inclusive.

PERFORMANCE EXPECTATION: PROFESSIONALISM

performance expectation evaluates the employee's competence in quality of work, dependability, adaptability/flexibility, confidentiality, and respect for others.

Description of the expectation:

EXEMPLARY PERFORMANCE:

Employee meets and often exceeds expectations for performance expectations listed at Solid Performance level AND consistently demonstrates performance such as:

- Employee is recognized as highly skilled and knowledgeable in their field, actively sought after for advice and guidance
- Exceptional quantity of work, often ahead of schedule and can be depended upon to work independently
- Assigned to special agency projects or is assigned to represent agency in meetings
- Tracks trends on concerns and anticipates issues or problems regarding agency or statewide initiatives
- Consistently looks for improvements to streamline processes or cost efficiencies
- Switches tactics and strategies when planned approaches do not work
- Ensures next level of supervision or management has information for decisions
- Exerts a major positive influence on management practices, operating procedures, and program implementation, which has contributed substantially to organizational growth and recognition
- Proactive and demonstrates foresight in correcting situation that may cause future problems

SOLID PERFORMANCE:

Employee meets and often exceeds expectations for performance expectations listed at Achieves Performance level AND consistently demonstrates performance such as:

- Relied upon to provide consultation or technical assistance within agency
- Adopts practices to improve work processes, enhance customer satisfaction and ensure excellence in daily work

1

COMMENTS

You have demonstrated significant improvement in all areas, a desire to continue growing in your area of expertise, and have been open to stretching your comfort level. The impact to the customers and coworkers alike has been great due to the items mentioned in the Objectives and Developmental sections of this evaluation. You have even received comments from our internal customer and coworkers! These behaviors demonstrate a strong professional focus.

DOCUMENTATION

Date	Comments
------	----------

Ready for Employee | Create Documentation | Add Attachments | Delete Attachments | Spell Check | Save | Delete | Cancel | Print Preview | Help

Performance Cover Sheet | Performance Objectives | Performance Expectations | **Performance Summary** | Audit/Attachments

PERFORMANCE SUMMARY

Use this section to summarize the employee's performance for the review period. When providing comments, consider the employee's performance against objectives, key issues from the Employee Performance sections above, and strengths/potential improvements.

Summary:

Denver, you have always been a good employee and with your focus on growth this year have really stepped up and have made significant impacts to the department. You have modeled professionalism to the rest of the staff consistently through your actions and behaviors as described throughout.

OBJECTIVES FOR NEXT REVIEW PERIOD:

Use the following section to record objectives for the next review period.

Learn skills necessary to become the department trainer for new employees. This will allow you to formally share your skills and continue to hone them.

Finish the Evaluation

1. Click on **Performance Cover Sheet** tab.
2. If you are satisfied with the evaluation, add your comments in the **Employee Comments** field. If you would like to talk to your supervisor about your evaluation schedule time with them. If changes are made to the evaluation based on the discussion, it will be returned to you for comments and your signature once more.
3. When done, click on **Sign** on the top of the screen in the black bar. Your name will be added to the final copy in the field above the Supervisor's signature. The evaluation will then be routed for final approval.
4. If you choose NOT to sign, click on **Refuse to Sign**. Talk to your supervisor first about the implications of this choice.
5. A pop-up box will appear informing you that this action finalizes the evaluation process and cannot be changed. If ready, click **OK**.
6. Your electronic signature is added to the evaluation document.
7. The evaluation process involves a routing process, including review by another manager prior to presenting the evaluation to you. The last reviewer's signature is also included on the evaluation.

3
4

Sign Refuse to Sign Spell Check Save Exit Print Preview Help																			
Performance Cover Sheet Performance Objectives Performance Expectations Performance Summary Audit/Attachments																			
<div style="margin-bottom: 10px;"> 1 </div> <div style="text-align: center;"> State of Idaho Senate Employee Performance Evaluation </div> <table style="width: 100%; border: none;"> <tr> <td style="width: 20%;">Employee Name:</td> <td style="width: 30%;">DENVER C COLORADO</td> <td style="width: 20%;">Job Title:</td> <td style="width: 30%;">SENATORS</td> </tr> <tr> <td>PCN:</td> <td>9090</td> <td>Division/Unit:</td> <td>One</td> </tr> <tr> <td>Supervisor/Manager:</td> <td colspan="3">SEATTLE WASHINGTON-100</td> </tr> <tr> <td>Review Period:</td> <td>From Date (mm/dd/yyyy) 01/01/2013</td> <td>To Date (mm/dd/yyyy)</td> <td>01/15/2013</td> </tr> </table> <div style="margin-top: 10px;"> Type of Review: <input type="radio"/> Annual Review <input type="radio"/> Entrance Probation <input type="radio"/> Promotion Probation <input checked="" type="radio"/> Transfer <input type="radio"/> Separation from State Service <input type="radio"/> Other </div> <div style="margin-top: 10px;"> Overall Rating: This document is an evaluation of the employee's performance since the last evaluation. <input type="radio"/> Exemplary Performance: This rating is used for special circumstances for employees that should receive special recognition for assigned projects that are completed with significant results and have a significant impact on agency business. <input type="radio"/> Solid Performance: This employee exceeds performance expectations. <input checked="" type="radio"/> Achieves Performance: This employee meets performance expectations OR this employee is developing new skills, gaining new knowledge, or new to the position. <input type="radio"/> Does Not Achieve Performance: This employee's performance needs improvement OR is unacceptable in accordance with Rule 190, 192, and 193. <input type="radio"/> NA Not Applicable </div> <div style="margin-top: 10px;"> EMPLOYEE COMMENTS: <i>Please note: If you have questions or concerns regarding the content of your evaluation, do not click "sign" the evaluation or "refuse to sign" the evaluation, instead contact your supervisor to discuss. Also, if you need additional space for your comments, please contact your supervisor.</i> <div style="border: 1px solid black; padding: 5px; min-height: 40px;"> Thank you Seattle for working on this evaluation with me. It was a great experience, and I appreciate your cajdor and collaboration. Looking forward to the next 12 months! </div> </div>				Employee Name:	DENVER C COLORADO	Job Title:	SENATORS	PCN:	9090	Division/Unit:	One	Supervisor/Manager:	SEATTLE WASHINGTON-100			Review Period:	From Date (mm/dd/yyyy) 01/01/2013	To Date (mm/dd/yyyy)	01/15/2013
Employee Name:	DENVER C COLORADO	Job Title:	SENATORS																
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Supervisor/Manager:	SEATTLE WASHINGTON-100																		
Review Period:	From Date (mm/dd/yyyy) 01/01/2013	To Date (mm/dd/yyyy)	01/15/2013																

5

?

Evaluation will be set to completed status.
 No additional edits will be allowed.
 Are you sure you want to continue?

OK
Cancel

SIGNATURE SECTION:

<div style="margin-bottom: 10px;"> 6 DENVER COLORADO-100 </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px; height: 1.2em;"></div> <div style="font-size: 0.8em;"> Employee Signature <i>(Signature acknowledges discussion of evaluation, but does not necessarily imply agreement)</i> </div>	<div style="border-bottom: 1px solid black; margin-bottom: 5px; height: 1.2em;"></div> <div style="font-size: 0.8em;"> Date 1/16/2013 7:49:55 AM </div>
<div style="margin-bottom: 10px;"> SEATTLE WASHINGTON-100 </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px; height: 1.2em;"></div> <div style="font-size: 0.8em;"> Supervisor Signature <i>(Signature acknowledges that this evaluation and key responsibilities have been discussed with the employee.)</i> </div>	<div style="border-bottom: 1px solid black; margin-bottom: 5px; height: 1.2em;"></div> <div style="font-size: 0.8em;"> Date 1/16/2013 7:41:27 AM </div>
<div style="margin-bottom: 10px;"> 7 BAKER OREGON-100 </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px; height: 1.2em;"></div> <div style="font-size: 0.8em;"> Reviewer Signature </div>	<div style="border-bottom: 1px solid black; margin-bottom: 5px; height: 1.2em;"></div> <div style="font-size: 0.8em;"> Date 1/16/2013 7:40:28 AM </div>

Tips: Copy and Paste into I-PERFORM

When you first use I-PERFORM there is information required that is not pre-populated. You have choices; you can either re-enter all of the information needed, or copy or paste it from any other document.

ERROR:

When copying and pasting directly into I-PERFORM you may see interesting characters where you did not see them before.

Because there is so much formatting within documents, some that you are not even able to see, it is important to strip all of the formatting before inserting into I-PERFORM. This will prevent characters and formatting that make it difficult to read the information.

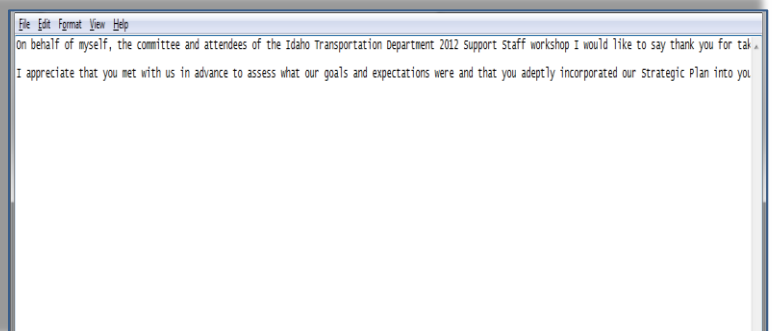
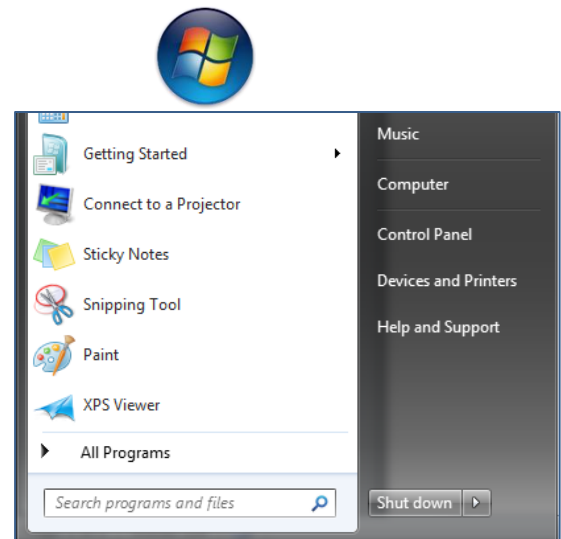
KEY RESPONSIBILITIES:

List the employee's key responsibilities or primary purpose:

Admin Assistant 2 Key Responsibilities
ʕ Answer phones promptly and professionally. Route calls a
ʕ Bring Vicki food on a daily basis.
ʕ Arrange department fun times.
ʕ And, of course, complete other duties as assigned.

How To:

1. Open any document or email that contains information required. Use your Microsoft Word copy feature to select the data you would like to copy.
2. Click on the Start icon in the lower left corner of your monitor screen.
3. In the *Search programs and files* field, type **Notepad**.
4. A new window will open, allowing you to now paste the information you copied into the open field. You will notice the lack of formatting available.
5. Now that the formatting is erased, you can again copy and paste it into I-PERFORM without carrying "junk" with it.

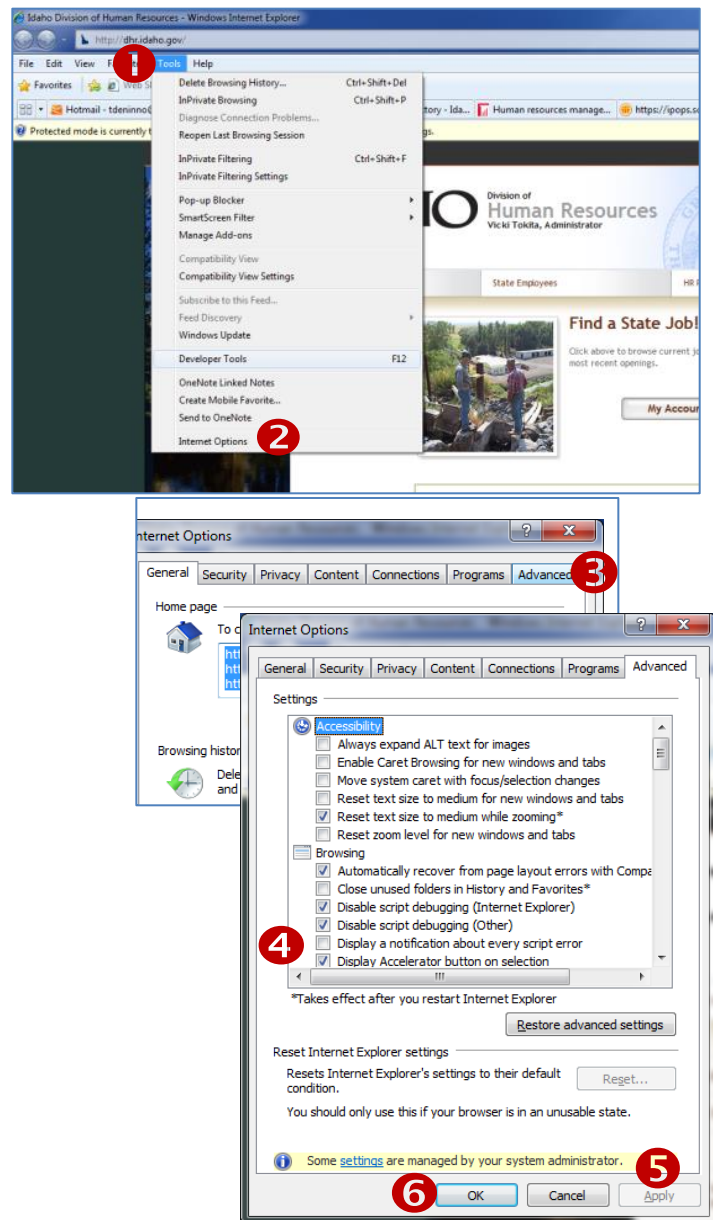


Help: Allowing/Showing Error Pop-Ups

Understanding errors that are occurring in I-PERFORM are important to DHR and SCO so that they can be identified and fixed. To help with that endeavor please take steps necessary to display errors as they occur. You only need to do this when working within I-PERFORM.

To change the settings to display the errors:

1. Open Internet Explorer. Select 'Tools' from the Menu Bar.
2. Click on 'Internet Options'.
3. Click on the 'Advanced' tab.
4. Click within the box labeled 'Display a notification about every script error'.
5. Click 'Apply'.
6. Click 'OK'.
7. Press PrtScn on your keyboard to create a screen capture of the display.
8. Either paste the screen capture into the body of an email or a Word document.
9. Send an email with a description of the situation along with the screen capture and/or Word attachment to iperformhelp@dhr.idaho.gov.



I-PERFORM Glossary

Agency Goals	Statements describing what an agency intends to accomplish, stemming from the agency's strategic plan.
Developmental Objectives	Specific actions related to training and educational needs that are included in the development plan.
Documentation	A record of employee performance and behavior.
Effectiveness	The degree to which an individual, organization, or group produces a desired result.
Efficiency	The degree to which an individual, organization, or group produces a desired result (productivity) with a minimum expenditure of time, effort, money, or resources.
Employee Development Plan	A documented form of shared discussion where managers or supervisors work together with subordinates to identify objectives, resolve performance-related concerns and determine and create an appropriate development plan designed to stimulate an individual's professional growth by increasing his or her skills, knowledge or abilities(i.e.: training, education).
I-PERFORM	A web-based performance management tool developed for State of Idaho employees.
Key Responsibilities	Primary functions of an employee's job.
Mission	The expression of an organization's vision.
Objectives or Goals	Short-term, measurable steps within each key responsibility that clarifies performance expectations.
Performance Evaluation	An assessment of an employee's performance based on established expectations for the position.
Performance Expectations	Describes desirable level of competence an employee would be demonstrating at a particular level.
Performance Improvement Plan	A formal process designed to facilitate constructive discussion between a subordinate and his or her supervisor and to clarify the work performance to be improved. The performance improvement plan, or PIP, as it is sometimes called, identifies performance and/or behavioral issues that need to be corrected and creates a written plan of action with time frames to guide the improvement and/or corrective action.
Performance Management	A strategic and integrated approach to increasing agency effectiveness by planning, assessing, and measuring both employee and agency performance.
Performance Measurement	The ongoing monitoring and reporting of program accomplishments, particularly progress toward agency goals.
Performance Measures	A quantitative or qualitative process for evaluating progress toward agency goals.
Performance Summary	A narrative explanation of the overall performance of an employee.
Rating Levels	An assigned level of evaluated performance (Exemplary, Solid, Achieves, Does Not Achieve).
Strategic Plan	A document that outlines the long range goals of an agency in support of achieving its mission and vision.